



**Do you need nursing/domestic services  
in the comfort of your own home?**

**You would love to care for that special  
person 24/7, but it is just not realistic...**





At Respite@Home, our aim is to keep you in the comfort and security of your own home, to assist you to maintain your independence and keep you in control of your life. We understand that your needs are variable, from companionship to housework to intensive nursing and everything in between.

We tailor our packages to suit You, the choice is Yours – our aim is to do *only* what you require, we won't take over unless you want us to. Our services are flexible and adaptable and we certainly do not believe in a "one size fits all" approach. We can offer regular services, one-off services -what-ever you need. We aim to match you with the perfect care personnel and ensure continuity of care so that you can get to know your team and we can get to know you. Our team members come from a variety of cultural backgrounds, so please let us know, if English is not your first language.



## Companionship



We understand that it can get lonely at home, even more so, if you are house bound. We appreciate that peace of mind can come from knowing someone is going to visit you on a regular basis for a cuppa and a chat, maybe to do the crossword together, read the paper or to just check in on you.

## Phone Support



Respite@Home can arrange to ring you – everyday if you wish – to make sure all is well with you. You can use this phone call as an opportunity to let us know if you have any concerns, if you need something, maybe you have a question about a medication or to simply have a chat.

## Shopping / Appointments / Social Engagements

Don't miss out because you don't have access to a car or because public transport is not an option. We can arrange to take you:

- Shopping
- or we can do the shopping for you;
- Take you to and from appointments / Hospital
- Social Outings – don't stop doing the things you enjoy - we will make sure you get there and we can stay with you, or we will make arrangements to call back and pick you up.



## Domestic Chores



Everyday tasks can sometime get a little difficult / too much – we can arrange for someone to call in and offer you assistance or we will do it all – the choice is yours

Mopping the floors;  
Cleaning the Bathroom;  
Changing the Sheets;  
Cleaning the windows  
Laundry;  
Meal preparation;  
Whole Room Clean-outs  
Arrange for Carpet / Upholstery Cleaning



## Personal Cares

Respite@Home has a team of wonderful male and female carers who can offer you assistance with your personal cares in the comfort and privacy of your own home. We will assist you to maintain your dignity and as much independence as possible

- Showering
- Dressing and Grooming
- Toileting
- Shaving and Beard Trimming
- Teeth and Denture Care
- Assistance with Glasses / Hearing Aids / Orthotics
- Assistance with fitting of Prosthetics



## Nursing Care at Home

Respite@Home can provide full Nursing Cares in your own home 24/7 if required:

- Pressure Area Care
- Medication Management
- Simple / Complex Wound Care
- Stoma and Catheter Care



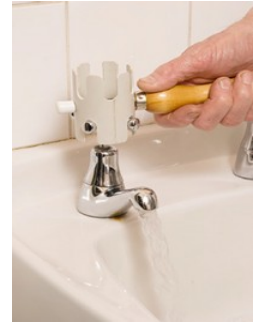
## Medication Management

Respite@Home's experienced carers can help you manage your medications. We can ensure that you take the correct medication at the right time either through a home visit or through Phone Support contact. We will also make sure that you don't run out of your medications and can assist you in your interactions with your pharmacy and GP.

## Home Modifications & Mobility Aids

We will undertake a comprehensive assessment of your personal requirements and home situation and make recommendations / arrangements (where required) for any home modifications and or mobility Aids, such as, but not limited to:

- Fitting of Grab Rails in the Bathroom / Shower / Toilet
- Ramps replacing steps
- Stair lifts
- Medical Lift Beds
- Lifters
- Bed supports, bed rails
- Lift Chair
- Shower Chairs / Stools
- Toilet Seat Raises / Commodes
- Walking sticks, Rollators, Wheel Chairs
- Assistive devices for your kitchen and other areas around your home.



## Dementia Support



Respite@Home employees understand that it is You the carer that needs support. Being a full time carer is hard work and needing a break is only normal, essential - AND you shouldn't feel guilty. We offer:

- Our Clinical Experts will sit down with you and come up with a care plan , routines and meaningful activities and offer as much assistance as you require to deliver the care;
- Provide In-Home Respite – so you can get back to doing things you enjoy
- Provide In-Home overnight Respite
- Arrange Residential Respite at one of our facilities if you are going to be away for 7 or more days – maybe you would like a holiday or you have to go into hospital for treatment.
- We can also offer you education, advice and guidance



## Carer Support

We strongly recommend and encourage Carers to look after themselves. We know how hard carers work and you need some time for yourself, it might be to have a coffee with friends, go to the hairdressers, go shopping, attend an appointment, have a holiday – what-ever the reason, Let us help with:

- In Home Respite
- Day Care at one of our facilities – this is a more cost effective option
- In-home overnight care
- Or we can arrange Residential Respite at one of our facilities if you are going to be away for 7 or more days.

## Day Care Facility - Daily Respite



Are you the main carer for someone and it is just impossible to leave them at home by themselves during the day?

Do you still need to go to work?

Or

Attend your own appointments, catch up with friends, do some shopping or just need some “down-time”?

A more cost effective solution could be daily respite at a Riviera Health Facility. You can drop off as early as 7.00am and pick-up as late as 6.00pm (times are flexible and individual circumstances can be discussed).

This service is available Monday to Friday, but again – if weekends are needed, please discuss with our friendly Care Managers.

You can book one day or more – have a fixed regular booking or call to book on an adhoc basis – subject to availability.

All Day Care clients are encouraged to participate in our regular activities program if they wish and receive all meals and refreshments.

Transport to and from the facility can be arranged at additional cost.

## Diabetic Support

Respite@Home can offer you support with

- Medication Management
- Nutrition – Correct Diets and Eating Plans
- Monitoring Blood Sugar Levels
- Podiatry
- Exercise Program
- Education



## Allied Health Support

Allied Health Professionals for

- Podiatry
- Physiotherapy
- Occupational Therapy
- Dietician
- Speech Pathology

Improving your strength, flexibility and balance, may be the key to staying safe at home. Respite@Home will ensure that we refer you to the correct professionals to meet your needs.

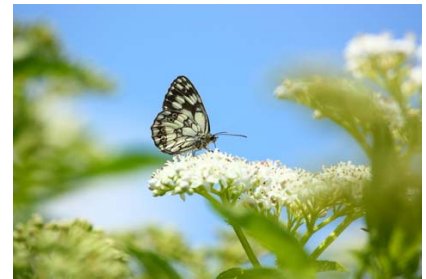


## Palliative Care

Everyone faces the end of their life differently, but we are here to support you and whom ever you choose to be around you.

Our experienced team will listen to what you want and help to implement your wishes. We will implement the **Butterfly Program** and ensure that you are kept as comfortable as possible.

<http://www.rivierahealth.com.au/index.php/services/palliative-care>



## Garden / Home Maintenance

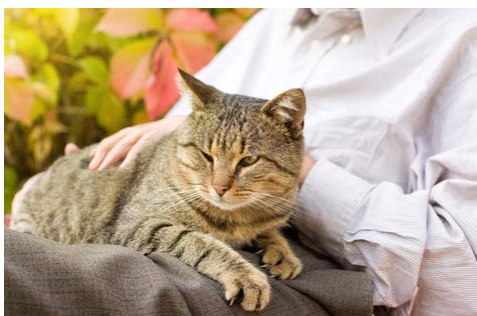
We can make all the arrangements to make sure that your garden stays neat & tidy – just the way you like it.

- Clean the Gutters
- General Maintenance&Repairs around your home



## Pet Care

We know that your Pets are very important to you and studies have shown that they can decrease blood pressure, stress and improve your exercise & mobility



We can help with

- Daily Walks / Companion Walks
- Feeding and Making sure they have plenty of water.
- Vet Appointments
- Bathing and Grooming

## Frequently Asked Questions

### **How much does it cost?**

Our service can cost from as little as \$25. Special options are also available at discounted pricing but with the same quality of care. At Respite@Home, we believe our client tells us what care they require and how they would like the care to be delivered.

### **Do you undertake an assessment?**

One of our experienced Case Managers will chat with you about your requirements and discuss options and develop a plan of care. Our Case Managers are Registered Nurses and they will conduct regular reviews to ensure that the plan of care continues to meet your needs. Our Care plans are flexible and tailored to your individual requirements, which we understand may change over time.

### **What About Any Equipment I might need?**

The Case Manager will assess if you require any equipment to assist with delivery of your care. Various options will then be discussed to either purchase or hire the equipment. We will support you as much as you require to arrange this.

### **What are the available packages?**

Flexibility is one of the advantages you can enjoy with Respite@Home. We don't believe in "one size fits all". Our services can be engaged from casual occasions to mid-longer term care. Our friendly consultants will help you to design a package that is tailored just for you.

### **Who will deliver my Care?**

Our Case Managers will endeavour to match you with one or more of our experienced carers who is the most suitable to deliver your care package. Where possible, we like to provide the same carer(s) to ensure continuity of care and we also believe that this promotes peace of mind and a sense of security and familiarity. However if for any reason you are not happy with a carer, speak with your Case Manager and we will resolve the situation.

### **What training do the carers receive?**

All our carers are Certificate III/IV qualified in Aged Care / Disability/ Community services and hold a current First Aid Certificate. We will also arrange for a Registered Nurse to attend where required. All of our carers have extensive training and experience in a variety of specialist areas including:

- Palliative Care
- Post Operative / Complex Care
- Dementia Care
- Respite Care
- Medication Management
- Continence Care
- Personal Care

### **What checks do you undertake on the carers?**

Respite@Home ensures that all of our carers have a current police check. We undertake a comprehensive recruitment process which includes thorough reference checking. All our carers have a full driving licence and full insurance.

### **Is Respite@Home government subsidised?**

Under the Governments' Living Longer, Living Better reforms, all government subsidised packages are now "Consumer Directed". The consumer is able to direct their current provider as to whom and how they would like to receive their services. Please speak to one of our friendly consultants to find out how you can get the best of your approved care packages.

### **I already have an "at home" Care Package. Can I still use Respite@Home?**

Yes. We realise that the government subsidised packages may not deliver as much care as you require. Respite@Home can be used in conjunction with your current care package and this may just be the help that is needed to keep you in the comfort of your own home. Our friendly Case Managers will work out a plan that will fit in with your existing care package.

### **What Areas do you service?**

We currently service The Greater Sydney Metropolitan areas.



## Respite@Home

**Our Expertise is YOUR advantage**



**FREE CALL 1800 901 298**

**[www.respiteathome.com.au](http://www.respiteathome.com.au)**